

Building Cultural Intelligence



By John Pavao, State Diversity Program Coordinator

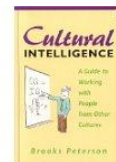
Cultural Intelligence?

- “Those key competencies that allow us to effectively interact with people from diverse cultural backgrounds in all kinds of settings.”



Richard D. Bucher,
Building Cultural Intelligence

- “Knowledge about Cultures (facts & traits)
+ Awareness (of yourself and others)
+ Specific skills (behaviors)
= Cultural Intelligence”



Brooks Peterson
Cultural Intelligence

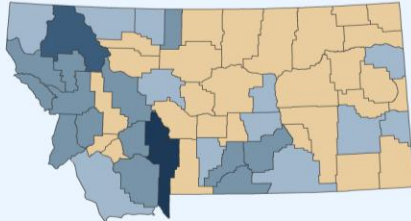
Montana Demographics - Race

Montana

STATE POPULATION: 989,415

POPULATION CHANGE BY COUNTY: 2000-2010

LOSS 0-5% 5-15% 15-25% 25% +



United States
Census
Bureau

STATE POPULATION BY RACE MONTANA: 2010

PERCENT OF POPULATION	CHANGE 2000-2010
White alone	89.4% ↑ 8.3%
Black or African American alone	0.4% ↓ 0.4%
American Indian and Alaska Native alone	6.3% ↑ 11.6%
Asian alone	0.6% ↑ 33.3%
Native Hawaiian and Other Pacific Islander alone	0.1% ↑ 42.1%
Some Other Race alone	0.6% ↑ 12.4%
Two or More Races	2.5% ↑ 58.8%

STATE POPULATION BY HISPANIC OR LATINO ORIGIN MONTANA: 2010

PERCENT OF POPULATION	CHANGE 2000-2010
Hispanic or Latino	2.9% ↑ 58.0%
Not Hispanic or Latino	97.1% ↑ 8.7%

Montana Demographics by Household

Subject	Number	Percent
Total households	409,607	100.0
Family households (families)	257,087	62.8
With own children under 18 years	106,102	25.9
Husband-wife family	201,611	49.2
With own children under 18 years	73,017	17.8
Male householder, no wife present	18,431	4.5
With own children under 18 years	10,799	2.6
Female householder, no husband present	37,045	9.0
With own children under 18 years	22,286	5.4
Nonfamily households [7]	152,520	37.2
Householder living alone	121,775	29.7
Male	59,524	14.5
65 years and over	14,783	3.6
Female	62,251	15.2
65 years and over	29,167	7.1
Households with individuals under 18 years	116,376	28.4
Households with individuals 65 years and over	104,994	25.6
Average household size	2.35	(X)
Average family size [7]	2.91	(X)

Montana Demographics by Relationship

RELATIONSHIP		
Total population	989,415	100.0
In households	960,566	97.1
Householder	409,607	41.4
Spouse	201,611	20.4
Child	250,732	25.3
Own child under 18 years	199,586	20.2
Other relatives	38,083	3.8
Under 18 years	17,018	1.7
65 years and over	4,713	0.5
Nonrelatives	60,533	6.1
Under 18 years	3,979	0.4
65 years and over	2,564	0.3
Unmarried partner	27,484	2.8

Montana Demographics People with Disabilities

- 13.1% - all ages
- .6% - ages 4 and under
- 4.4% - ages 5 to 15
- 5.3% - ages 16 to 20
- 10.8% - ages 21 to 64
- 26.8% - ages 65 to 74
- 55.0% - ages 75+



Montanans by Type of Disability

- 2.4% - visual disability
- 5.1% - hearing disability
- 7.0% - ambulatory disability
- 4.8% - cognitive disability
- 2.7% - self-care disability
- 5.3% - independent living



Montanan is Aging

“In 2000, Montana ranked 14th in the nation in percentage of our elderly population to total population. By 2025, just 14 short years away, Montana is projected to rank no less than 5th and could be as high as 3rd in the nation in the percent of those over the age of 65. This means that at least 25% or 1 in 4 people in Montana will be over the age of 65 by the year 2025.”

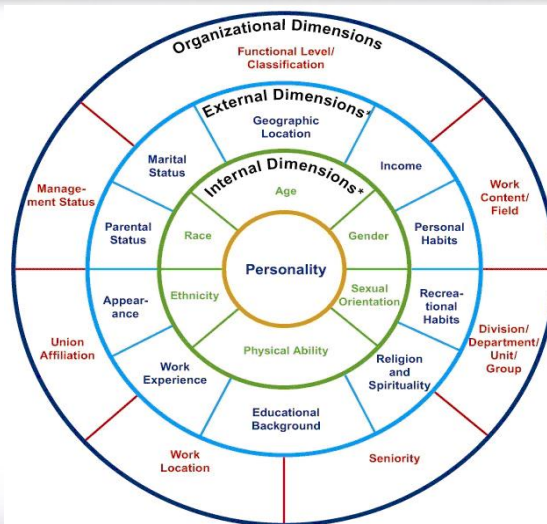
[Montana State Plan on Aging, October 1, 2011, to September 30, 2015](#)



Diversity?

The Department of Administration defines diversity as “a collection of individual characteristics and unique life experiences shaping who we are as individuals and how we relate to the world around us.”

Dimensions of Diversity



Inclusion?

The Department of Administration defines inclusion as “affording all employees the opportunity to reach their fullest potential by recognizing, respecting, and capitalizing upon the unique backgrounds, experiences, and perspectives they bring to the department.”



Why is Diversity and Inclusion Important?

- Emphasizes mutual understanding and respect
- Empowers employees and customers
- Explores different perspectives
- Promotes positive working relationships, morale, organizational pride, productivity, and teamwork
- Reduces turnover
- Prepares employees for changing work environment
- Promotes greater understanding and appreciation for the needs of customers



Defining Culture

5a: the integrated pattern of human knowledge, belief, and behavior that depends upon the capacity for learning and transmitting knowledge to succeeding generations

b: the customary beliefs, social forms, and material traits of a racial, religious, or social group; *also*: the characteristic features of everyday existence (as diversions or a way of life)...

c: the set of shared attitudes, values, goals, and practices that characterizes an institution or organization...

d: the set of values, conventions, or social practices associated with a particular field, activity, or societal characteristic...

— Peggy O'Mara>

How we Perceive Others

➤ What is the first thing that comes to mind when you think of...

- ✓ Inter-racial couple
- ✓ Vietnam veteran
- ✓ Someone wearing Muslim garb
- ✓ Native American
- ✓ Gay couple
- ✓ Single parent
- ✓ Person from California
- ✓ Someone who speaks broken English
- ✓ Ex Felon
- ✓ Christian
- ✓ Someone on welfare
- ✓ Someone with tattoos and piercings
- ✓ Elderly woman
- ✓ Someone who is bipolar



Barriers to Cross-Cultural Communication

- **Stereotypes**
 - ✓ An oversimplified image or statement applied to a whole group of people, without regard for the individual.
- **Biases**
 - ✓ A predisposition to see events, people or items in a positive or negative way – an attitude or belief.
- **Prejudices**
 - ✓ preconceived judgment or an adverse opinion without just cause.

Developing Our Cultural Intelligence

- Recognize your biases, stereotypes, and prejudices and what scenarios trigger them
- Listen
- Empathize
- Consider history
- We are all human
- Take time to learn
- Step outside your comfort zone – expose yourself to different cultures
- Realize it is an ongoing process
- Take responsibility
- Educate others
- Find a mentors others

Disability Awareness

- Avoid making assumptions about what someone can or can't do
- Don't assist without asking
- Avoid terms like disabled, handicapped, crippled, retarded, wheelchair bound
- Speak with participants, not their interpreter
- Use people-first language
- Don't be concerned about using common, every-day phrases
- Ask for clarification if you don't understand what a person with a speech impairment is saying
- Remember, service animals aren't pets

Native American Cultural Awareness

- 6.3% of Montana's population is American Indian or Alaska Native – Montana's largest minority population
- 11 federally recognized tribes in Montana
- Little Shell Chippewa Tribe – state recognized – is headquartered in Great Falls, MT
- 7 reservations
- [Introducing the First Nations of Montana to the World](#) (8:46 minutes)
- Office of Public Instruction and Department of Administration created "American Indian Resources for Increasing Cultural Awareness, Understanding, & Respect"
 - Handout includes links to [free](#) online resources for learning more about the rich Indian culture in Montana



Tools and Resources for Developing Cultural Intelligence

- Diversity Executive Magazine
 - ✓ <http://www.diversity-executive.com/>
- Insight Into Diversity
 - ✓ <http://www.insightintodiversity.com/>
- Profiles in Diversity Journal
 - ✓ <http://www.diversityjournal.com/>
- DiversityInc
 - ✓ <http://www.diversityinc.com/>
- Catalyst
 - ✓ Why Diversity Matters, <http://www.catalyst.org/knowledge/why-diversity-matters>
 - ✓ Catalyst by Topic, <http://www.catalyst.org/knowledge/topics>
- Office of Disability Employment Policy
 - ✓ <http://www.dol.gov/odep/>